Bruhat Bengaluru
Mahanagara Palike

Bruhat Bengaluru Mahangara Palike
Office of the Deputy Chief Information Officer-IT
Tender Notification No:BBMP/2024-25/IND0057, Call-3

Tender Document for Procurement of

Laptops for BBMP IT Department

Office of the Deputy Chief Information Officer (IT)
BBMP Head Office, 2nd Floor, Annex Building-2
N.R Square, Bengaluru-560002
Ph: 9480688000, E-Mail: dcio-it@bbmp.gov.in

Bruhat Bengaluru Mahanagara Palike

IT Department

Office of the Deputy Chief Information Officer-IT, 2nd Floor, Annex Building-2 NR Square, BBMP, Bengaluru - 560002
Ph: 9480688000, E-Mail: dcio-it@bbmp.gov.in

No. BBMP/DCIO-IT/PR/43/2024-25 **Dated:12-09-2024.**

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Ph: 9480688000, E-Mail: dcio-it@bbmp.gov.in

No.BBMP/2024-25/IND0057, Call-2 **Dated:12-09-2024.**

Short Term Tender Notification

The Deputy Chief Information Officer, BBMP IT Department on behalf of Chief Commissioner, BBMP invites Proposals through Karnataka Public Procurement Portal from eligible companies for Procurement of Laptops for BBMP IT Department

All interested bidders shall submit their Technical and Commercial bids electronically through Karnataka Public Procurement Portal (https://kppp.karnataka.gov.in).

The tender schedule is as mentioned below:

Tender Reference No	**No:BBMP/2024-25/IND0057** **Dated:12-09-2024**
Date from which Bid document is ready for download through Karnataka Public Procurement Portal of Government of Karnataka (https://kppp.karnataka.gov.in)	**13-09-2024**
Last date for seeking clarification if any	**19-09-2024 @ 15-00 Hrs**
Date of Pre-bid Meeting	**20-09-2024 @ 15-00 Hrs**
Last date and time for uploading of tender in Karnataka Public Procurement Portal platform	**23-09-2024 up to 17-00 Hrs**
Date and time of opening of tenders: Technical Bid	**25-09-2024 @ 17-05 Hrs**
Date and time of opening of tenders: Commercial Bid (If Possible)	**26-09-2024 @ 11-00 Hrs**
Contact Person for queries	**DCIO, BBMP IT Section, Telephone: 9480688000,** **E Mail: dcio-it@bbmp.gov.in**

Place of Opening of Tenders and Address for communication	**Office of the Deputy Chief Information Officer-IT, 2nd Floor, Annex-2 Building, NR Square, BBMP, Bengaluru - 560002**
EMD Amount	Rs.2,00,000/- (Rupees Two Lakhs Only.)

Note: Completed tender shall be uploaded through Karnataka Public Procurement Portal system only in the manner described under instructions to Tenderers of RFP Documents on or before the last date & time stipulated.

Deputy Chief Information Officer - IT
Bruhat Bengaluru Mahanagara Palike

Table 1: Other important information related to the tender.

Sl. No.	Item	Description
1	Bid Validity Period	180 days from the last date of submission of proposals.
2	Last date for furnishing performance security	Within 15 working days from the date of issue of Letter of Intent.
3	Performance security value (Performance Bank Guarantee)	3% of contract value.
4	Performance security validity period	6 months from the date of end of contract.
5	Deadline / last date for signing contract	Within 15 working days of notice of award.

Section – 1

Introduction

The BBMP IT Department requires Laptops for BBMP IT Department

With the objective to Provide Laptops for BBMP IT Department. Hence, the IT Department invites proposals from eligible bidders for providing a total of 30 Nos. as per specification mentioned in Annexure-1, this tender is processed following the KTPP Act and Rules through Karnataka Public Procurement Portal of Government of Karnataka (https://kppp.karnataka.gov.in).

Section-2

Scope of Work

1. **Technical Specification of the Laptops:**
   The specifications of these prescribed in **Annexure – 1.**

2. **Quantity Required:**
   Quantity required is 30 Laptops to be supplied to BBMP IT Department, as per **Annexure-1.**

3. **Variation in quantity:**
   The total number of Laptops required is 30 No's provided the quantity may be varied by ±25% at the time of issuing actual work order / later within one year.

4. **Warranty:**
   The laptops supplied shall have 3 years on-site warranty against all the hardware parts and software and manufacturing defects. During the warranty and maintenance period, the bidder should conduct preventive maintenance once a year besides attending calls.

5. **Scope of work:**
   The successful bidder must Supply, Install, Configure and Commission the Laptops as per specifications in **Annexure-1** with on-site comprehensive warranty for 3 (three) years including all the hardware parts and software with on-site support.

6. **Schedule of Supply of Products:**
   The laptops shall be delivered to the BBMP IT Department and these to be installed **within 30 days** from the date of receipt of purchase order. The bidder is solely responsible if the laptops are damaged/not functioning before handing over to the respective Offices as per **Annexure–6** and must set right the issue if any.

Section-3

Pre-Qualification Criteria for Technical Bid

The bidder shall possess the following criteria as minimum qualification to be eligible: -

Sl. No	Eligibility Criteria	Documents to be submitted
1.	Bidder should furnish copy of the Registration document where the company is registered under Indian Companies Act 1956/ Partnership Act 1932 / Proprietorship Act.	A copy of "Certificate of Incorporation" of the company / proprietor.
2.	Bidder shall be authorized dealer and shall submit Manufacturer Authorization Form (MAF) as per Annexure-4 or if Bidder is OEM, declaration shall be furnished to that effect as per Annexure-4.	**Annexure-4**
3	The bidder/OEM should be ISO 9001 certified and in business for the last 3 years.	Copy of Valid Certificate to be enclosed.
4	Bidder should be registered under GST and should submit proof of filing GST returns for the past 12 tax periods.	Documentary evidence to be provided.
5	The bidder shall provide documentary proof of IT returns filed for previous three financial years. (Provisional Certificates will not be entrained)	IT Returns should be submitted
6	The bidder should have turnover of Rs. 1.00 Crores per annum in any one of the last 3 financial years from IT Enabled Services / Desktop and Desktops computer Supplies and positive net worth (CA certificate to be enclosed)	**Annexure-3** Copy of the audited Balance Sheet and Profit and Loss statement of the company showing turnover of the company for last three years.

7	The bidder should have successfully executed Purchase Order worth 0.50 Crores for Government Department in Karnataka or Central Government or Government owned PSU or any other agencies for IT hardware products / Laptop Supplies in any of the last 3 financial years. **POs should be of Bidder Only**	Customer PO copy and confirmation letter from the authority for having successfully executed the contract to be enclosed. (Also, Year-wise excel sheet of all the work orders should be uploaded)
8	Company Information shall be furnished as per Annexure-5. Bidder/OEM should have Corporate/Regional office with good service and technical support team in BBMP limits with authorized service centres with minimum of one service engineer in each of the service centres in the State of Karnataka.	**Annexure-5**
9	The bidder should not have been blacklisted by any organization in Karnataka for any reason whatsoever.	Self-Declaration Certificate should be enclosed on Rs 20 Stamp Paper duly Notarised.
10	The bidder would provide letter of compliance of the technical specification indicated in Annexure-1	**Annexure–1**

Section-4

Service Level Agreement and Penalty

1. Responsibilities of the Successful Bidder: -

a) The bidder should Supply, Install and Configure Laptops as per Annexure-1 to BBMP IT Department and any other designated locations within 2 weeks as the case maybe.

b) Any damages to the laptops, within the warranty period should be immediately repaired or replaced within 4 working days.

c) The bidder must provide details of service centres with Complaint Management System. It should have a full-fledged Service Desk which will be a Single Point of Contact (SPOC) for all the users. The Service Desk should receive all Complaints via Phone/Mail and provide satisfactory resolution.

d) The Bidder should furnish its Complaints Escalation Matrix, clearly indicating all Resolution Levels from bottom to top, Contact Persons with Contact Numbers/ e-Mail IDs for each level.

e) The bidder should Supply, Install and Configure Laptops as per Annexure-1, to the designated BBMP IT Department within BBMP limits within 2 weeks.

f) Any damages for the laptops within the warranty period should be immediately repaired or replaced within 3 working days.

g) Performance Bank Guarantee: -

The successful bidder, within 15 days from the date of issue of letter of intent, will submit Performance Bank Guarantee of 3% of the value of the tender to IT Department valid for a period of 42 months.

h) **Contract Agreement**: -

The Successful Bidder must execute agreement in Bond paper (Value of Stamp Paper will be 0.01% of Value of Contract) within 20 days from the date of issuance of purchase order on behalf in the form approved by the BBMP IT Department.

i) **Information Sharing**: -

Item description, make, model, items serial numbers, Date of supply, Date of warranty, Escalation Matrix are to be affixed in a sticker on individual unit and consolidated data shall be furnished to the BBMP IT Department in excel sheet.

2. Penalty for delay in Supply and installation: -

For delay in supply and installations of laptops within 2 weeks from the date of receipt of purchase order, penalties as indicated below table would be applicable and the penalty amount will be deducted.

Sl. No	Penalty Period	Penalty Levied for The Delay
1	After completion of 2 weeks from the date of receipt of purchase order.	Penalty Shall be Rs 100 per day per laptop for delay (Excluding Govt Holidays). Provided in case of delays beyond 15 days to 6 weeks limit, the tender is liable to be cancelled.
2	After 4 weeks from the date of receipt of purchase order.	
3.	After 6 weeks from the date of receipt of purchase order.	

a) Any damages for the laptops within the warranty period should be immediately repaired or replaced within 4 working days or else Penalty of Rs.300/- per day per Unit will be deducted from the PBG.

b) Any outstanding Penalty amount due on the date of submission of Invoice of laptops will be straightaway deducted from the bill.

c) If there is no bill pending for payment, then the penalty amount will be encashed from PBG.

d) **Penalty Cap: -**

The total penalty amount should not exceed 10% of the total value of the Tender. If the penalty for non-installation of laptops Not repairing within time reaches 90% of the value of the Performance Bank Guarantee, the Department may forfeit Bank Guarantee and Cancel purchase order.

3. Terms of Payment: -

The payment terms shall be as follows:

a) No advance payment shall be paid for the supply of laptops.

b) The Bidder should submit the following documents for payment Deputy Chief Information Officer, BBMP IT:

1. Original invoice
2. Original Delivery Challan.
3. Original installation report.
4. Relevant Photos.

c) Payment shall be processed in full on receipt of the above documents and any outstanding amount due from the bidder will be deducted from the bills.

d) BBMP IT Department is entitled to make recoveries of GST, TDS and penalties, excess payment and applicable taxes from bidders' invoice if lawfully needed.

e) In case of any change in rate of applicable GST, the difference of tax will be absolved

by BBMP IT Department.

f) The bidder shall submit completion certificate in proper manner required by this office. Incomplete submission of completion certificate will delay the payment.

Note: The above reports shall be duly signed with seal and signature of the authorized person where the hardware is delivered / installed. (The documents shall be signed by the respective Head of Department).

4. <u>Litigation</u>

a) Amicable Settlement: -

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or the interpretation thereof.

b) Dispute Settlement: -

Any dispute between the Parties as to matters arising pursuant to this Contract which cannot be settled amicably within thirty (30) days after receipt by one Party of the other Party's request for such amicable settlement may be submitted by either Party for settlement to the Chief Commissioner, Bruhat Bengaluru Mahanagara Palike whose decision shall be final.

c) Arbitration: -

In case either party is not satisfied with the decision of the above committee, they can institute arbitration proceedings as per Indian Arbitration and Conciliation Act, 1996, after a 30-day notice period. Any dispute or difference or claim arising out of or in connection with or relating to the present contract or the branch, termination, or invalidity thereof, shall be referred and settled under the Arbitration Centre, Karnataka (Domestic and International) Rules 2012, by one or more Arbitrators appointed in accordance with its rules. Arbitration proceedings shall be held in Bengaluru and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

5. Termination of contract: -

IT Department reserves the right to cancel the contract placed on the bidder if:

a) The bidder commits breach of any of the terms and conditions.

b) The bidder goes into liquidation voluntarily or otherwise.

c) The service is found unsatisfactory during the warranty period.

d) The bidder supplies counterfeit / fake items.

e) The OEM terminates the contract with bidder.

f) The bidder wins the contract by misrepresenting facts relating to documents submitted for evaluation.

Section–5

General Tender Conditions

Clause-1: IT Department, hereinafter called the "Department" invites tenders through the Karnataka Public Procurement Portal from specialized and eligible bidders for providing 30 laptops as per specifications in **Annexure – 1.**

Clause-2: Neither the bidder nor the OEM should have been blacklisted by any Government / PSU / Banking organization in India.

Clause-3: Each bidder should submit only one tender.

Clause-4: The bidder shall be responsible for all the costs associated with the preparation, submission and opening of tenders.

Clause-5: The tenders shall remain valid for a period not less than 180 days after the date of opening of tenders. If a bidder withdraws his tender during the validity of the tender, then the EMD shall be forfeited.

Clause-6: At any time prior to the date and time of submission of the tenders, the Employer may issue any amendment to this tender document.

Clause-7: The bidders shall quote in Indian Rupees and the quoted price shall be inclusive of all taxes, duties, statutory levies, supplying, installing, commissioning, freight and forwarding. Any Change in the quoted price is not allowed after the submission of the bid.

Clause-8: Earnest Money Deposit (EMD): -

- The Bidders shall submit, along with their Pre-qualification cum Technical Bid, Bid security or EMD of Rs. 2,00,000/- (Rupees Two Lakhs Only).
- Unsuccessful bidders' Earnest Money Deposit will be refunded as promptly as possible as but not later than 45 days after the expiration of the period of tender validity prescribed.
- The bid security is required to protect the BBMP against the risk of Bidder's conduct, which would warrant the security's forfeiture. No interest will be payable by the BBMP on the amount of the Bid Security. The bid security may be forfeited

if a Bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any.

- The Service Provider shall, as part of its tender, pay the Earnest Money Deposit as specified.
- The Earnest Money Deposit is required to protect the Department against the risk of the firm's conduct which would warrant the security's forfeiture.
- The successful bidders Earnest Money Deposit will be refunded upon the bidder signing the Contract and furnishing the performance security.
- Earnest Money Deposit (EMD) will be forfeited:
  - If the bidders withdraw their tender during the period of tender validity specified by the Department or
  - In case of the successful bidder, if the bidder fails:

    (i) To sign the Contract.

    (ii) To furnish performance security.

Clause-9: Pre-Bid Meeting (PBM):

IT Department shall make best efforts to respond to any request for clarification for the Tender Document to the prospective bidders. Such requests are to be made in writing or through mail and are to be received by Department at least 2 working days before the Pre-Bid Meeting as per the date and time mentioned in the Schedule. The clarification will be uploaded in e-portal itself after the pre-bid meeting.

Clause-10: Submission, Receipt and Opening of Bids Timeline: -

The Original proposal shall be uploaded in the Karnataka Public Procurement Portal of Government of Karnataka on or before the due date. Tentative dates are mentioned in the Tender Schedule. Any changes in the schedule will be intimated in the e-Portal itself. Separate Communication will not be done; hence, bidders are requested to go through Karnataka Public Procurement Portal of Government of Karnataka (https://kppp.karnataka.gov.in) on regular basis.

Clause.11: Unresponsive Bids: -

Bids with incomplete documentation will be treated as non-responsive and summarily be rejected. Bidders are hereby directed to ensure that all documentation/supporting documentation including documentary evidence in support of qualification criteria, testimonials, etc., are complete and submitted as part of the Bid.

Clause.12: Bid Format: -

The tender is of Two Bids Proposal which consists of Technical and Commercial bids - to be submitted separately by the bidder on or before the specified date and time in Karnataka Public Procurement Portal in relevant fields only. No manual submission is permitted and uploading of commercial bid in any other format is not permissible. Manual submission / uploading commercial bid in any other formats are liable for rejection.

Clause-13: Bid Evaluation: -

The Commercial bids of technically qualified bidders will be opened in the Karnataka Public Procurement Portal as per the Tender schedule. The L1 bidder selection will be based on the lowest quote.

Clause-14: Award of Contract: -

The contract will be awarded to the successful L1 Bidder whose Bid has been determined to be substantially responsive, with reasonableness and the Best Value Bid. However, the decision of IT Department, BBMP is final in this regard.

- BBMP IT Department is not liable or responsible for any error/ problem that may be faced while uploading bid in Karnataka Public Procurement Portal, online failure, or any other reasons.

- BBMP IT Department reserves the right to cancel the tender for any reasons.

Annexure–1

Technical Specifications for Laptops Computers – i7

Sl. No	Parameter / Component	Minimum Specifications
1	Processor	13th Gen Intel® Core™ i7-1355U (12 MB cache, 10 cores, 12 threads, up to 5.00 GHz Turbo with 12 MB L3 cache, 10 cores, 12 threads) or AMD Processor or Equivalent
2	Chipset & Motherboard	Commercial class chipset with processor & OEM Mother board with OEM logo on the motherboard TPM 1.2 or higher
3	Operating System	Windows 11 Pro, English
4	RAM	32 GB: DDR5, 5200 MGz RAM (1 x 32 GB)
5	Hard Drive	1 TB, PCIe Gen4 NVMe, TLC M.2 SSD
6	Video Card	Dedicated 4GB Graphics or Higher
7	Audio	Integrated HD Audio with Stereo Speakers
8	Ethernet	Integrated Gigabit Ethernet Connection [10/100/1000 Mbps]
9	Wi-Fi	Intel® Wi-Fi 6E AX211, 2x2, 802.11ax, Bluetooth® wireless card
10	Display	39.62 cm (15.6”)" or Higher, FHD 1920x1080, 60Hz, WVA/IPS, Non-Touch, Anti-Glare, 250 nit, NTSC 45%, FHD Camera, WLAN
11	Keyboard	Single Pointing Non-Backlit US International Keyboard with numeric keypad
12	Accessories	With required accessories with Backpack and AC Adaptor should be supplied
13	Webcam and Fingerprint	Integrated HD Webcam, Integrated Fingerprint Reader (Optional)
14	Primary Battery	3 Cell, 42 Who, 3-year Warranty
15	Warranty	3 Years onsite comprehensive warranty

Annexure–2

Commercial Bid Format for Laptops

Sl No.	Item	Qty Nos	Cost Per Unit Rs	GST Rs	Total Cost Per Unit Rs	Total Bid Value Rs
1	2	3	4	5	6	7 (7=3x6)
1	Laptops (i7 Configuration)	30				

Note: The above rates are inclusive of transportation, taxes, any other incidental and installation etc charges.

(Signature)
Name &Designation
Seal of Office

Annexure-3

Format For Experience / Turnover Information

Total turnover of the bidder during the preceding 3 years

Financial year	Details of Laptops / Desktops Sold	Turnover in INR (Rs. In Lakhs)
2020-21		
2021-22		
2022-23		

Note:

Provisional / Draft Turnover Certificates will not be entertained. All such will be rejected.

Seal and Signature of the Authorized person

Note:

Bidder shall upload documents supporting the information furnished a per Annexure-5 along with Index and summary in excel, year wise as per below format.

Year:

Sl. No	Work Order No	Date	Details of Product supplied	Supplied To	Amount in Rs
1	2	3	4	5	6

Annexure-4

Manufacturer Authorization Form (MAF)

Ref No.BBMP/2024-25/IND0057, Call-2 **Dated: __-__-2024.**

To:

The Deputy Chief Information Officer-IT,
Second Floor, Annex-2 Building,
NR Square, BBMP,
Bengaluru – 560002
Email: dcio-it@bbmp.gov.in
Ph: 9480688000

Dear Sir /Madam,

Sub: Supply of laptops for BBMP IT Department.

We authorize M/s XYZ Limited, Bengaluru to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and or the contract for the equipment and services offered against this invitation for tender offer by the M/s XYZ Limited, Bengaluru.

We hereby commit to the tender terms and conditions and will not withdraw our commitments during the process during the contract including warranty period.

In case, this authorized bidder during the warranty period fails to extend the required technical support for any reason as per the tender terms, we are submitting an undertaking that as an OEM, we shall take over the responsibilities unconditionally.

Yours Faithfully,

Seal and Signature
Of the Authorized Person

Note: Separate Manufacturer Authorization Form (MAF) shall be used for each item

Annexure-5

COMPANY CONTACT INFORMATION FOR COMMUNICATION

THIS INFORMATION IS NEEDED IN CASE IT IS FOUND NECESSARY TO COMMUNICATE REGARDING THIS TENDER

SL. NO.	ITEM DESCRIPTION	DETAILS
1	Business Name of the company and its Registered office Postal address	
2	As incorporated in other tenders, alternate address of company/ bidder	
3	Name of the authorized Representative and designation who is uploading this RFP tender bids	
4	(a) E-mail- id (b) Alternate email –id	
5	(a) Contact Number (b) Alternate contact number	
6	Bidder / OEM shall enclose Information of the Corporate/ Regional/ authorized service centres list as per clause 8 of Section 3 (Additional Sheet shall be enclosed endorsing the Address and Contact Details of each Centre)	

Seal and Signature of the Authorized Person